



Policy: 3040
Procedure: 3040.01
Chapter: Routine Health Care
Rule: Access to Care

Effective: 07/20/06
Replaces: 3100.02
Dated: 04/20/04

Purpose:

The Arizona Department of Juvenile Corrections (ADJC) Medical and Behavioral Health Services Division ensures juveniles an unimpeded access to care for medical conditions resulting from injury or illness. Depending upon the urgency of the health care need, health services shall be available either immediately or on a scheduled basis.

Rules:

1. **QUALIFIED HEALTH CARE PROFESSIONALS (QHCP)** alone shall determine medical priorities and services provided as prescribed by the National Commission on Correctional Health Care (NCCHC) compliant with all Federal, State, and local regulations and clinical protocols consistent with community standards of care. Clinical decisions and actions regarding health care provided to juveniles to meet their medical needs are the sole responsibility of QHCPs. At each secure facility the **MEDICAL DIRECTOR** shall designate a QHCP as a designated health authority responsible for all health services.
2. **NON-HEALTH CARE PERSONNEL** shall not control or interfere with access to health care services for juveniles, either on-site or off-site.
3. Upon a juvenile's admission to a secure facility, a **QHCP** shall inform the juvenile about 3040.01A Health Care Request/Sick Call sign-up process, note it in the initial intake assessment, and provide a printed brochure.
 - a. For non-English speaking juveniles, a **BI-LINGUAL EMPLOYEE** shall explain the procedure and/or present it in writing in the juvenile's language;
 - b. **ALL JUVENILES** shall acknowledge in writing their understanding of the sick call procedure by signing the printed Receiving Screening at intake receiving.
4. At all secure facilities **ADJC PERSONNEL AND JUVENILES** shall use a standardized form 3040.01A Health Care Request (HCR) when juveniles request to be seen by a QHCP.
 - a. **ADJC PERSONNEL** shall ensure that blank HCR forms are easily accessible and available to juveniles.
 - i. If a juvenile is unable to fully complete the HCR:
 - (1) **S/HE** shall write his/her name at the top of the form;
 - (2) **HOUSING UNIT PERSONNEL OR QHCP** shall offer assistance in completing this form to those juveniles who are unable to read and/or fill out the form by themselves.
 - ii. The **JUVENILE** shall complete the first section that includes:
 - (1) Juvenile's name, K number, and living unit;
 - (2) A narrative describing the juvenile's concern;
 - (3) Juvenile's signature and date;
 - (4) Whether the HCR is for a medical or dental problem.
 - iii. **JUVENILES** shall not use the form for more than one request;
 - iv. **JUVENILES** shall place the completed HCR in the unit's HCR collection box or give the HCR to the QHCP during mealtimes.
 - b. The **QHCP** shall:
 - i. Retrieve the HCR forms from the juvenile during mealtimes;
 - ii. Retrieve daily the HCR forms from each housing unit HCR collection box;

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- iii. Retrieve HCR forms directly from the juvenile in the Separation Unit during routine rounds;
 - iv. Evaluate every HCR on a clinical basis;
 - v. Triage each HCR within 24 hours of the request by sorting and classifying the requests to determine priority and urgency of need, proper provider, and place of treatment.
 - (1) If a juvenile completes a HCR more than two consecutive times with the same complaint, the **QHCP** shall refer the juvenile to a higher level medical provider or mental health provider.
 - vi. Complete the triage section on the HCR including date, time, and disposition;
 - vii. See juveniles for sick call within 24 hours for urgent medical and dental needs;
 - viii. Refer juvenile for a later appointment or to another appropriate provider if the HCR is of a non urgent nature;
 - ix. Complete the triage section of Form 3040.01A HCR with:
 - (1) Treatment, follow up, and education;
 - (2) Any necessary comments; and
 - (3) Health care provider's name and date.
 - x. Schedule juvenile for any treatment or follow up care with the appropriate provider;
 - xi. Place/scan the original HCR into the juvenile's Health Record.
5. **ADJC PERSONNEL** shall ensure that all juveniles, regardless of housing assignment, have access to regularly scheduled sick call.
6. **ANYONE INSIDE OR OUTSIDE OF THE AGENCY** may notify a QHCP of a juvenile's medical needs, emergencies, and urgencies verbally. The **QHCP** shall:
- a. Document the contact in the juvenile's Health Record; and
 - b. Initiate the appropriate evaluation and referral, if necessary.
7. **HEALTH CARE PERSONNEL** shall make every effort to conduct all clinical encounters that involve a treatment and/or exchange of health information in private.
8. **ADJC EMPLOYEES** shall transport juveniles safely and in a timely manner for medical, mental health, and dental clinic appointments both inside and outside the facility.
9. A **QHCP** shall have access to juveniles to respond to urgent and emergency health care needs at any time of the day or night. A HCR is not required for a medical emergency. A **QHCP** shall respond immediately as outlined in the Procedure 3070.01 Emergency Care.
10. If a juvenile refuses medical care, **ADJC PERSONNEL** shall refer to the Procedure 3040.07 Right to Refuse Health Care
11. A **JUVENILE** may make a complaint regarding health care services in accordance with Procedure 2304.01 Juvenile Grievance.

Effective Date:	Approved by Process Owner:	Review Date:	Reviewed By:
07/19/2006	Dr. Kellie Warren		